



## **Frequently Asked Questions From Local Purchasing Agencies About SEEK**

### **1. When will my county change to the new system?**

**SEEK** will be implemented in two phases, the first being the attendance reporting component. During this phase, the POS (Point of Service) devices will be placed in participating child care facilities and homes. Providers and parents will be trained in the use of the machines and magnetic stripe cards. When the Division and Affiliated Computer Services are assured that the system is ready to go, Alexander, Cabarrus, Durham, and Lee counties will pilot Phase I. The remaining counties will be added to the system in three groups, according to geographic location.

The second phase is the payment delivery component, when the payment process will be moved to the state level. After selected counties pilot this phase, the remaining counties will be added within a three-month period.

Refer to the County Roll-Out Schedule for Phase I to see which group includes your county.

### **2. How will parents get their magnetic stripe cards?**

Parents or responsible adults will receive the magnetic stripe card in the mail from Affiliated Computer Services, Inc. (ACS). Instructions and tips on how to use and care for the card will be included.

### **3. How long will we enter attendance information in Subsidized Child Care Reimbursement System?**

You will enter attendance information during Phase I as a check and balance to **SEEK**. You will continue to enter demographic information during Phase II.

### **4. Where do I go if I have questions about SEEK or the Administrative Terminal (AT)?**

Training will be provided and contact information is posted on the Division's web site under the **SEEK** tab. You may also contact your [Subsidy Services Consultant](#).